

Detroit Water and Sewerage Department

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Meeting Agenda - Final

Wednesday, February 5, 2020

2:00 PM

Customer Service Committee

5th Floor Board Room, Water Board Building

Customer Service Committee

1. CALL TO ORDER

2. ROLL CALL

3. APPROVAL OF AGENDA

4. APPROVAL OF MINUTES

December 4, 2019

5. PUBLIC PARTICIPATION

6. COMMUNICATIONS

There were none.

7. UNFINISHED BUSINESS

There was none.

8. NEW BUSINESS

A. [20-0040](#) Customer Service Presentation

Sponsors: Customer Service

Attachments: [Customer Service February 2020 Board Presentation](#)

B. [20-0041](#) Customer Assurance Specialist Team (CAST)

Sponsors: Customer Service

Attachments: [CAST Presentation to BOWC - 02052020](#)

C. Planning Calendar (17-0127)

9. OTHER MATTERS

10. NEXT MEETING

March 4, 2020

11. ADJOURNMENT